Non payment of excise duty by Voltas

2765. SHRI SURESH KALMADI: Will the PRIME MINISTER be pleased to state:

(a) what is the schedule for payment of excise duty unpaid by Voltas Ltd.;

(b) whether Government propose to allow Voltas to declare dividends, or spend money in expansion or invest in new projects until it has cleared its dues to the Government; and

(c) if so, the reasons for which Government are not pressing for recovery of its dues?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI JANARDHAN POOJARI): (a) to (c) The information to the extent possible is being collected and will be laid on the Table of the House

Air accident in Southern sector

2766. SHRI DHARAM CHANDER PRASHANT: Will the Minister of DEFENCE be pleased to state:

(a) whether it is a fact that Air Force pilot Flt. Lt. R. Raghu was killed in an air accident in the South-Western sector recently; and

(b) if so, whether a court of inquiry has been ordered into the aircrash?

THE MINISTER OF STATE IN THE DEPARTMENT OF DEFENCE RESEARCH AND DEVELOPMENT IN THE MINISTRY OF DEFENCE (SHRI ARUN SINGH): a) Yes, Sir.

(b) Yes, Sir.

Monitoring and removing on public grievances

2767. SHRI PAWAN KUMAR BANSAL: Will the PRIME MINISTER be pleased to state:

(a) what is the present system of monitoring and removing grievances of the people regarding the matters concerning the Centre or the centrally owned enterprises;

(b) what steps Government propose to take to meet effecively the genuine grievances of the people in this regard; and

(c) whether there is any proposal under Government's consideration to appoint one grievance officer atleast for every district in the country?

THE DEPUTY MINISTER IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRI BIREN SINGH ENGTI): (a) Arrangements for redress of public grievances have been made generally by all Ministries/Departments, including their attached and subordinate offices. Apart from designation of Grievance Officers, some Ministries/Departments having large public contact have also set up committees at different levels to deal with public grievances. The arrangements made are however, decided by the organisation concerned keeping in view heir management structure, the services provided and their functions.

The action on grievances received is monitored by the Grievance Officer/Committees set up for the purpose.

(b) A number of administrative reform measures have been suggested to effectively deal with public grievances, viz.,

— to reduce the number of occasions and purposes for which a citizen has to come in contract with the Government,

— to further streamline and simplify procedures,

— to provide for public assistance counters wherever possible,

— to intensify senior—level supervision,

— to provide on-the-spot redress whenever possible,

— to give publicity to the arrangements made for redress of grievances, etc.

(c) Collector at the district level generally coordinates action in this regard. According to information available, 13 States/Union Territories have also set up Committees at district level especially to deal with public grievances.